



MERIT PROMOTION JOB OPPORTUNITY

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Announcement Number: 08-566
Position Title: **Printing Services Specialist**
Series and Grade: PG-1654-9/11/12
Salary Range: \$48,164 - \$90,803
Promotion Potential: PG-12
Opening Date: 04/29/2008
Closing Date: 05/12/2008
Location of Position: Customer Services
Agency Publishing Services
Denver, CO
Number of Openings: One (1)
Type of Appointment: Permanent
Work Schedule: Shift 1
Who May Apply: Current and Former Status Federal Government Employees and Veterans

MAJOR DUTIES:

At the PG-9 Level: The incumbent provides an individualized avenue for agencies to communicate their overall multimedia programs and requirements to GPO. Investigates general problem areas and intercedes on Agency's behalf to effect corrections and suggest preventive measures. Resolves customer complaints; works with customer agencies to effectively determine multi-media needs. Proposes changes in specifications and schedules as necessary. Provides information for procurement planning for contracts and related matters to ensure that product, service, and price objectives are met. Provides advice to customer agencies regarding new contract requests and prepares information for pre-bid and pre-proposal conferences as necessary.

At the PG-11/12 Level: The incumbent is responsible for full-service, individualized liaison between the Government Printing Office and the customer agency. Provides a single focal point and source of advice and assistance for publishing and printing projects/services presented by customer agencies. Meets frequently with high-level management and printing officials from customer assigned agencies to confer/consult on planned requirements and problems. Investigates general problem areas and intercedes on the agency's behalf. Resolves customer complaints expeditiously, providing same or next-day service in most cases; applies Quality Assurance Through Attributes Program (QATAP) standards and remedies on all quality complaints. Works with customer agencies to determine ways in which multimedia needs can be filled effectively, proposing such changes in specifications and schedules as necessary to assure efficiency and economy. Has in-depth personal knowledge of goals and plans of agencies, provides input for short and long-term GPO planning and workload projections. Provides follow-up action to ensure commitments made by the GPO are met or that acceptable alternatives are established. Performs contract administration/COTR work on assigned contracts, including considerations of price and delivery adjustments, redirection of effort, incorporation of change orders, issuance and negotiation of supplemental agreements. As subject matter expert, consults with senior contract specialist on contract modifications to accomplish specification changes and clarification of contract clauses.

QUALIFICATIONS NEEDED:

To qualify at the PG-09 level: Applicants must possess 52 weeks of specialized experience at the next lower grade level. Specialized experience is experience which allowed the applicant to become familiar with printing and publishing principles, processes, and products in addition to gaining an understanding of various sales and marketing research, practices and principles, **OR** Master's or equivalent graduate degree **OR** 2 full years of progressively higher level graduate education leading to such a degree. Such education must demonstrate the knowledge, skills, and abilities necessary to do the work.

To qualify at the PG-11 level: Applicants must possess 52 weeks of specialized experience at the next lower grade level. Specialized experience is experience which allowed the applicant to work with printing and publishing principles, processes, and products, as well as experience in sales and marketing research, practices, theories, and principles, **OR** Applicants must possess a Ph.D. or equivalent doctoral degree **OR** 3 full years of progressively higher level graduate education leading to such a degree.

To qualify at the PG-12 level: Applicants must possess 52 weeks of specialized experience at the next lower grade level. Specialized experience is experience which allowed the applicant to work with printing and publishing principles, processes, and products, as well as experience in sales and marketing research, practices, theories, and principles. There is no education substitute at this level.

Applicants must specify for which grade level(s) they wish to receive consideration. Failure to do so will result in the candidate only receiving consideration at the highest grade level for which they are qualified by the Human Capital Office.

All qualification requirements must be met by the closing date of this announcement.

HOW YOU WILL BE EVALUATED:

If you meet the qualifications described above, you will be further evaluated based on your narrative responses to each knowledge, skill, and ability (KSA) listed below. Your narrative responses should explain how your experience, education, training, awards and appraisals demonstrate that you possess each KSA. When describing your KSAs, please be sure to explain how often you used the skills, the complexity of the knowledge you possess, and give examples of problems handled and results achieved. Please limit your narrative response statements to one page per KSA.

You must submit separate narrative response statements for each KSA with your application package.

Knowledge, Skills, and Abilities (KSAs) required for this position:

1. Knowledge of printing technologies, equipment, capabilities, processes, and industry trends.
2. Knowledge of multimedia products and production technologies including photocomposition methods, printing, binding, production software, and terminologies for a wide range of products using various types of materials. Please provide examples of products and technologies you have knowledge of and the extent of your knowledge.
3. Ability to communicate orally to provide customer service to diverse groups and individuals, to include those of varying levels.

4. Skill in writing clear, concise, and technical printing specifications and language that derives from generally stated customer requirements.

HOW TO APPLY:

There is certain information that we must have to determine if you meet the legal requirements for Federal employment and to evaluate your qualifications for this specific position. If your application package does not provide all the information requested, you will lose consideration for the job.

STEP 1: Complete a resume or an Optional Form 612 “Optional Application for Federal Employment” (OF-612). The OF-612 is available electronically at http://www.opm.gov/forms/pdf_fill/of612.pdf. If you submit a resume, make sure it contains all the pertinent data requested in the OF-612, including your social security number. To assist you in sending in a complete resume, use our checklist at http://www.gpo.gov/careers/pdfs/Resume_Checklist.pdf.

STEP 2: Prepare separate narrative responses to each of the KSAs listed in this announcement.

STEP 3:

Current and Former Federal Employees: Attach a copy of your most recent Standard Form (SF)-50 and performance appraisal as proof of status or reinstatement eligibility. GPO Employees may obtain a copy of their SF-50 and Performance Appraisal from the Employee Services Center (ESC) in Room C-106. Time in grade requirements must be met by the closing date of this announcement.

Veterans: Attach a copy of your most recent DD-214, “Certificate of Release or Discharge from Active Duty” or letter from the Veterans Administration documenting your military service. Veterans who are 1) preference eligibles or 2) who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service or 3) meet other eligibility requirements under veteran appointing authorities may apply to this announcement. For more specific information about your veteran’s preference and eligibility, please visit <http://www.opm.gov/veterans/>.

Applicants with Disabilities: If you are seeking an excepted appointment based on a disability, please attach a certification from a State or District of Columbia rehabilitation counselor indicating that you can perform the duties of the position and are eligible for an excepted appointment based on a physical or mental disability.

STEP 4: Assemble your application package and hand-deliver, e-mail, fax, or mail your application to GPO using the information below.

Your complete application package must be received at the address above by 12:00 midnight on the closing date of the announcement. Due to delays in processing mail, you are encouraged to hand-deliver, e-mail, or fax your application package.

Send your complete Application Package to:

Application Processing, STP: HCD
U.S. Government Printing Office
732 N. Capitol Street, NW
Washington, DC 20401
FAX: (202) 512-1292
Email: applicationprocessing@gpo.gov (Please
include announcement number in subject line and
attach documents in Word or PDF format).

To confirm receipt of your application, call: 202-
512-1117.

For Additional Information:

HR Consulting Services
Ms. DeShan Mingo
Phone: (202) 512-2010 x 32044
TDD: (202) 512-1519

Applicants are responsible for verifying receipt of their application. Applicants will receive written notification of their application status following an initial review of the application by Human Capital and when a final selection has been made.

GPO provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify GPO. GPO is an equal employment opportunity employer.